

Informal Complaint Report

Index Number: 5585 **Company Name:** Rocky Mountain Power

CUSTOMER INFORMATION

Customer Name: Margetts, Kelly **Account Number:**
Other Contact Info: **Phone Number:** (801) 323-9169
Customer Address: **Other Phone:**
Customer Address: 921 South 400 East **Email Address:**
City: Salt Lake City **State:** UT **Zip Code:** 84111

COMPLAINT INFORMATION

Type of Call: Inquiry **Complaint Type:** Non-Regulated
Date Received: 2/11/2015 **Date Resolved:** 2/16/2015
Complaint Received By: Maria Martinez **DPU Analyst Assigned:** 0
Utility Company Analyst: Eric Holje
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

ADDENDUM

#3 I was denied my God given American right to do so in what ever manner I desired legally and lawfully that which I may, might, want or wish in regards to being able to use my Public Utilities and Personal Property during the dates of Januaty 15'h 2015 until February 3rd 2015.

As without a lawful Transportation Permit issued by the Salt Lake City Department of Transportation, a public road (Grace Court) which grants US Citizens Public Right of Way of which I am lawfully entitled to use unabated unless such documentation exists, was unlawfully and illegally commandeered by Rocky Mountain Power Company and Century Link factually.

#4 No Transportation Permit was issued per the Department of Transportation of the Salt Lake City Corporation granting legal or lawful commandeermnt/closure of a public road (Grace Court).

#5 All legal and lawful relief that would need to be recovered due to self as caused by or repercussions ofthis unlawful illegal circumstance caused from January 15'h 2015 until February 3'd 2015, as well as any future relief or legal and lawful remedy of damages in the future caused by Rocky Mountain Power and Century Link.

Complaint Response:

Maria,

Kelly Margetts
921 S 400 E
Salt Lake City, UT 84111

In January, Rocky Mountain Power was asked by the city to obtain permitting for a customer who had hired a contractor to bore in a conduit for a new commercial electrical service. We had no involvement with the actual job, except that the city asked us to obtain the permitting for the customer work. This is very common inside Salt Lake City and the Company did as the city directed. (There is a one-way alley / street that runs behind Mr. Margetts' house that was barricaded for safety during the 3rd party work.)

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I spoke with Mr. Margetts at the end of January and relayed this information. Mr. Margetts was upset that his use of the street had been disrupted during the work, and that traffic had been diverted off at the bend in the one-way street through an opening for a nearby commercial property. He said he'd confirmed with another individual at city of Salt Lake (transportation) that in addition to the permit already obtained, RMP should have also obtained a transportation permit. As follow-up to my conversation with Mr. Margetts, I contacted the transportation department, and learned that next time RMP will want to also request a permit from their department. Per this conversation I informed our operations group about checking with S.L. transportation department for any additional permitting requirements in the future.

Last Tuesday I spoke with Mr. Margetts and informed I had touched base with S.L. transportation, and also informed our operations dept. about the need to check for any additional permitting requirements. During this conversation Mr. Margetts requested compensation for his loss of use of the street behind his home. I apologized to Mr. Margetts that I wouldn't be able to help him with that, we did as the city directed, and per the city we'll be sure to check for additional permitting requirements in the future.

Let me know if you have any questions or concerns, otherwise I'll consider the inquiry addressed.

Thank you,

Eric Holje
Regulatory Analyst
(801) 955-2456

February 17, 2015

Kelly Margetts
921 South 400 East
Salt Lake City, UT 84111

Mr. Margetts,

Your informal complaint against Rocky Mountain Power (Company) was submitted per your request. The company has responded and your inquiry is now closed. See the attached Informal Complaint Report for your review.

As previously discussed, you were informed numerous times that the UT Public Service Commission (Commission) does not regulate your particular issue. The Commission cannot make the Company pay you compensation for your loss of use of the street behind your home. But you do have the right to file a Formal Complaint. For your convenience, attached is the Formal Complaint form and instructions. Please file your Formal Complaint with the Commission accordingly.

Best,

Marialie Wright
Manager, Customer Service
Division of Public Utilities

Additional Information: